



Photo by Brian H. Temple

**Shirley Cheek (left) and Bridget Brackett (center) give Lt. Gen. Robert Flowers an orientation of their one stop employee support office. The office staff provides services such as in- and out-processing, pay and leave adjustments, overseas benefits, and helps sponsor new arrivals to the District. Lt. Col. Angela Maria Lungu, Deputy Commander of the District (foreground) and Lloyd Caldwell, Deputy District Engineer, also escorted the USACE commander.**

times, and our goal is make sure a transition is seamless."

Resourcefulness was also a key in getting the office off the ground, Brackett said. The office needed to be equipped, and staffed, but there was no money to do the job.

Support has come from many areas. Logistics Management staff supplied furniture obtained through the Defense Reutilization and Marketing Service. Information Management staff used phones from empty cubicles and provided a photocopy machine, a shredder, and other administrative materials. And, one Europe District couple even donated a sofa for the building's quiet room, or sick room, which is co-located within the ESO.

German labor law requires the organization to have a quiet room, and it was located within the ESO to give emergency personnel and ambulances easy access to personnel, said Monika Boivin, chairperson for the Works Council (a German committee similar to a U.S. workers' union). Boivin added that aid is readily available from most local national employees because first aid training is required before a German national receives a driver's license. Although there is no re-

quirement for employees to have the training, Bonnie Kunkle, ESO payroll customer service representative, attended both Cardio Pulmonary Resuscitation and first aid training to be ready to help.

On a recent visit, Brig. Gen. Merdith "Bo" Temple, North Atlantic Division commander, praised the staff for their capability and cost effectiveness. He said he was also impressed with the centralized office concept and the fact that it took advantage of pulling employees from within Europe District, versus hiring from outside. As he toured the office, Temple said, "You made something out of nothing in a resource constrained environment and are providing a great service as a result."

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**A timely concept for prompt and friendly service, the ESO staff handle issues of all types such as transportation, identification cards and passports, appraisals, ration cards, pay and leave issues, and overseas allowances.**

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# Foreign Exchange

German engineer  
sent to CONUS to  
assist New  
England District

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